



**BOB HOLDEN**  
GOVERNOR

**MISSOURI**  
**DEPARTMENT OF SOCIAL SERVICES**  
**FAMILY SUPPORT DIVISION**  
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**December 1, 2004**

**The Honorable Bob Holden**  
Governor  
State Capitol, Room 216  
Jefferson City, MO 65101

**The Honorable Catherine Hanaway**  
Speaker of the House  
State Capitol Building, Room 308  
Jefferson City, MO 65101

**The Honorable Peter Kinder**  
President Pro Tempore  
Missouri Senate  
State Capitol Building, Room 326  
Jefferson City, MO 65101

**Dear Governor Holden, Representative Hanaway and Senator Kinder:**

Attached you will find the Family Support Division – Child Support Enforcement's centralized Collections Progress Report. According to RSMo 454.565, the division is required to report to the General Assembly regarding the Family Support Payment Center by December 1<sup>st</sup> of each year.

If you have any questions, please contact me at 573-751-4247.

Respectfully,

**Denise Cross**  
Director

**Attachment**

**Family Support Payment Center (FSPC) Progress Report**  
**Family Support Division-Child Support Enforcement**  
**December 2004**

- Through FY 2004 budget actions, the former Division of Child Support Enforcement transferred centralized collections functions to the Department of Revenue. The Department of Revenue assumed these functions beginning the 2004 fiscal year. The Family Support Division – the Department of Social Services division responsible for child support functions – retained statutory responsibility and accountability for the payment center.
- FSPC operates 6 days per week, averaging 13 hours per day. FSPC receives child support payments in the contractor's computer system the same day the collections are received and sends a receipting file to the Missouri Automated Child Support System (MACSS) by no later than 6:30 p.m. each business day (Saturday's receipts are transmitted to MACSS on Monday). Nightly, MACSS processes the receipt file to post payments to the specified case, order or member. Upon posting to a member, case, or order number, MACSS distributes the collections and prepares a disbursement file, which is then transmitted electronically to the FSPC the following morning. On the same day the disbursement file is received from MACSS, FSPC prints and mails checks via first class mail and processes electronic transmissions to payees.
- FSPC receives and disburses child support funds electronically (EFT) for the following:
  - Direct deposit of disbursements to payee financial institutions accounts (Currently over 73,000 custodial parents receive payments by direct deposit);
  - Support collections from employees;
  - Support collections received from other state child support agencies;
  - Disbursements to other state child support agencies;
  - Recurring automatic withdrawal from payer financial institutions accounts; and
  - Support collections from federal government employees.
- Current average production operating statistics are as follows:
  - Receipts processed per day: 9,400 (average low) to 17,554 (average high)
  - Dollar value of receipts processed per day: \$1.55 million (average low) to \$3.05 million (average high).
  - Average turnaround time (posting to disbursement): 24 hours.
  - Collection exceptions, such as unidentified items and insufficient funds, are resolved within five business days of receipt 93% of the time.

- Current average customer service operating statistics are as follows:
  - Total average calls answered per day: 647
    - Average calls per day from employer line: 27
    - Average calls per day from state agency line: 27
    - Average calls per day from parent line: 588
  - Average percentage rate of calls answered by first ring: 97%
  - Average correspondence resolved per day: 159  
Correspondence that requires action by state agency, circuit clerk, or prosecuting attorney is forwarded to the appropriate entity within 48 hours.
- FSPC expenditures incurred are as follows:

	<u>Implementation Cost</u>	<u>Postage</u>	<u>Customer Service</u>	<u>Transactions (Paper and EFT)</u>
FY 00*	\$1,400,000		\$306,726	\$3,401,769
FY 01			\$669,226	\$6,503,106
FY 02			\$933,038	\$6,893,585
FY 03			\$722,397	\$7,150,827
FY 04		\$128,723	\$695,632	\$7,270,332
FY 05 (through October)		\$150,020	\$82,835	\$2,220,415

\*FSPC began operating in October of 1999.

- FSPC began sending billing statements and coupons to non-custodial parents in August 2003.